

Exposure Draft – Alternative Electricity Services Code of Practice 2026

Customer information on proposed new
On-site Power Supply protections

April 2026



On 25 July 2025, the Minister for Energy and Decarbonisation announced the decision to regulate on-site power supply (OPS) services under the new Alternative Electricity Services (AES) registration framework. This document outlines information for consumers on key protections proposed to be delivered under the AES Code of Practice. Feedback can be sent to Energy Policy WA at EPWA-AES@deed.wa.gov.au by 5:00pm (AWST) 15 May 2026.

Proposed OPS service provider obligations

Third party compliance with the AES Code of Practice

Your OPS service provider (OPS provider) would be responsible for making sure that anyone it engages as part of its service delivery complies with the AES Code of Practice. This includes marketing agents or other third-parties, for example maintenance or billing service providers.

How an OPS provider should approach you

The exposure draft of the AES Code (OPS) includes proposed minimum standards for marketing or canvassing activities. The standards are to ensure the OPS provider behaves appropriately when interacting with prospective customers, including by respecting 'no canvassing' signage visible at a premises. Anyone marketing OPS services would also have to provide sufficient information for the prospective customer to be able to identify who they are dealing with.

Information you should receive upfront

Under the proposed obligations, an OPS provider must provide you with a written disclosure statement before entering a contract. The minimum information for the disclosure statement would include:

- information on costs to be paid by a consumer;
- potential limitations on the use of electricity from the OPS system (whether your OPS system might be controlled by the OPS provider and how);
- potential use of the OPS system as a back-up energy supply in case of interruption of the supply of electricity from the grid, and
- detail on any maintenance arrangements.

Clause 7 of the AES Code (OPS) has a full list of information proposed to be included in the disclosure statement.

The disclosure statement is intended to provide comprehensive information for prospective customers to make an informed decision before entering an OPS contract.

What your OPS contract should include

The exposure draft of the AES Code (OPS) states that an OPS provider must sign a contract with you before starting to deliver OPS services.

The OPS contract is proposed to include minimum information to ensure you clearly understand the terms and conditions of the service being provided by the OPS provider. This includes information on any exit fees if you want to terminate the agreement early

(i.e. sell your house) and a description of whether the OPS system might be controlled.

The OPS contract is proposed to also contain a minimum cooling-off period of 10 days so that you have enough time to change your mind after signing the contract.

Clause 8 of the AES Code (OPS) includes the full list of information to be included in the OPS contract.

It is not proposed that the AES Code (OPS) will restrict the price you may be charged for the OPS service. However, all fees and charges would have to be disclosed and varied in line with your OPS contract.

Other information you should be able to access

It is proposed that your OPS provider be required to give you easy and free access to essential information about the OPS service, including:

- current pricing, fees and charges;
- how the price and any fees and charges payable may be varied;
- what happens when the OPS provider changes during the term of the OPS contract; and
- what happens when the OPS system supply is disrupted for maintenance or repairs.

Your metering rights

It is proposed that your OPS provider must connect a compliant OPS meter to your OPS system. An OPS meter can be an inverter.

Your OPS provider may charge you a reasonable fee for special OPS meter testing

and reading, but only under certain circumstances.

These obligations would ensure that a reliable OPS meter is connected to your OPS system and that electricity consumption is accurately measured during provision of the OPS services.

Your billing protections

How you should get billed

To ensure you receive all necessary information to check what you are being charged for, your OPS provider is proposed to have to comply with a minimum standard for:

- billing frequency and format;
- minimum information to be provided on bills;
- how bills must be calculated, when the customer is charged on a cents/unit basis;
- the retention period for billing data; and
- the process to review a bill at the customer's request

You may agree to receive key billing information on an online portal, instead of receiving a paper or electronic bill.

If you pay a membership or subscription fee for your OPS service, your OPS provider must still give you access to information on your OPS system electricity production or consumption during each billing period.

What happens if you are undercharged or overcharged

It is proposed that where an OPS provider has overcharged or undercharged you, they would need to notify you and offer appropriate options to:

- pay the outstanding amount, in case of undercharging, or to;
- reimburse the overcharged amounts, in case of overcharging.

No interest is to be payable on over- or undercharging.

Assistance available if you are experiencing financial hardship or family violence

If you are experiencing financial hardship

It is proposed that an OPS provider would need to have a hardship policy to assist residential customers experiencing payment difficulties. Minimum standards would apply for the hardship policy, including detail on:

- the process to identify a hardship customer and what information may be requested during this process; and
- the assistance that you may access, including additional time to pay and waiving of fees and charges.

If you are a non-residential customer, your OPS provider would have to consider a request for a payment plan in case of payment difficulties.

If you are affected by family violence

It is proposed that an OPS provider would need to have a family violence policy to

assist residential customers affected by family violence (known as “vulnerable customers”).

Your OPS provider would have to comply with minimum standards for a family violence policy including detail on:

- how your information should be managed and protected; and
- the assistance that you may access, like flexible payment options.

These obligations would deliver safe, respectful and tailored support to vulnerable customers.

When your OPS system may be disconnected and reconnected

It is proposed that an OPS provider would have to follow a set process for disconnecting your OPS system (including when to notify you) and for reconnecting the OPS system. For example, your OPS system may be disconnected for repeated or on-going non-payment.

The obligations aim to give sufficient time and notice to rectify a payment issue before your OPS system gets disconnected and guarantee prompt reconnection of your OPS system once you have fixed the issue.

How to get a complaint or dispute resolved

It is proposed that an OPS provider must have a complaints and dispute resolution procedure that is consistent with AS/NZS 10002:2022.

This will ensure you have a clear understanding of the pathway to get a

complaint or dispute resolved, including the option to escalate a dispute to the Energy and Water Ombudsman Western Australia.

You will not be required to pay a charge for raising a complaint or dispute.

